DESX Overview

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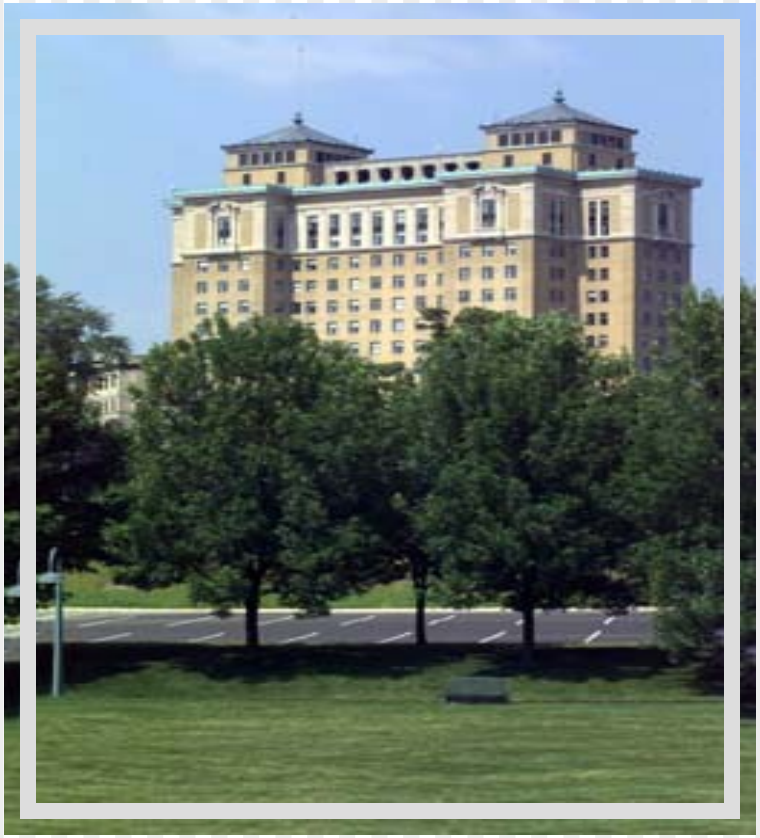

What Is DESX?

- The DEfense Supply eXpert System is a DoD system that provides:
  - Basic Asset Visibility
  - Requisitioning Information (News & Mods)
- DESX augments the contact center's capabilities by providing 24x7 access to users via:
  - Telephone
  - Web
  - Email

Virtual DESX: Overview

- A new acronym – **DE**fense **S**upply e**X**pert **(DESX)**.
- Replaces existing distributed architecture at 15 sites to a single centralized architecture
- Implementation of a User Authentication process – All users will need to register at www.dlis.dla.mil/desx
- Live alternate/backup site at DSCR
- An improved Interactive Voice Recognition System – callers may use voice or a keypad response when utilizing the military alphabet
  - One Call for the user to access all data
  - User no longer has to determine which of 15 sites to call
- Familiar DESX User interface
- Improved Speech Recognition Technology

DESX Functions

	DLA			Army		Air Force	Navy
	SAMMS	DISMS	BSM	CCSS	LMP	SCS	UICP
Requisition Status	✈ ☛ ✚	✈ ☛ ✚	✈ ☛ ✚	✈ ☛ ✚	✈ ☛ ✚	✈ ☛ ✚	✈ ☛ ✚
Asset Availability	✈ ☛ ✚	✈ ☛ ✚	✈ ☛ ✚	✈ ☛ ✚	✈ ☛ ✚	✈ ☛ ✚	✈ ☛ ✚
New Requisitions	✈ ☛	✈ ☛	✈ ☛	✈ ☛	✈ ☛		✈ ☛
Modify Requisitions	✈ ☛	✈ ☛	✈ ☛	✈ ☛	✈ ☛		✈ ☛
Call Transfer	✈	✈	✈	✈	✈	✈	✈
CTI							

Current DESEX: Telephone ✈
Email ☛
Web ✚

Future:

CTI – Computer Telephony Interface

Security: User Authentication

- All Users must register to obtain:
  - User ID
  - Password for Web Use
  - PIN for Phone Use
  - Registration of Email Address at: www.dlis.dla.mil/desx
- DLIS providing all administration for User Access Requests and User Account support
- DESX has ability to track activity by individual user
- User can be allowed Read or Read/Write access on a Service-by-Service basis

Sources of Supply

- Sources of Supply supported by DESX

Service	RICs
USAF - SCS	FGZ, FHZ, FLZ
Army - CCSS	A12, AKZ, B14, B16, B17, B46, B56, B64
Army - LMP	B16, B46, B56
DLA - SAMMS	S9C, S9E, S9G, S9I, S9M, S9T
DLA - BSM	SMS
DSCP-Subsistence	S9S
Navy - UICP	N32, N35

Advantages

- Multiple Service asset data accessible via phone, web, or e-mail
- One stop shopping:
  - Up to 100 transactions in a single e-mail with mixed transactions
  - MyDESX – unlimited query transactions
- BSM and LMP data interface in place
- DESX accessible via FEDLOG

Benefits: Customer

- Access multiple data sources with one phone call to 866-DOD-DESX
- Access Contact Centers for all Services
- Improved Interactive Voice Recognition System – callers may use voice or a keypad response when utilizing the military alphabet
- Simplified Web Interface
- Faster Web Queries

Questions

- https://www.dlis.dla.mil/desx